

What is SHICK Counselor Training?

SHICK Counselor Initial Medicare training is an intense self-study and two-day in-person training regimen intended to educate and certify new SHICK counselors who will actively assist people with questions and issues about Medicare and other insurance, and then report those contacts. It is NOT intended to provide Medicare training for people who only want to learn more about Medicare to use personally or in the course of their other job duties. Experienced SHICK counselors are required complete 12 hours of Update training annually.

If you do not intend to become a SHICK counselor, please explore the many other opportunities available to learn about Medicare such as the Medicare Rights Center at <http://www.medicarerights.org/>.

Training Structure

Initial Counselor Training consists of 16 hours of self-study and testing, and two 6-hour in-person training days for a total of 28 hours of initial training. Annual Update Training for experienced counselors consists of two 6-hour training courses, one available either in-person or online, and one online only for a total of 12 hours annually. While it is preferred that counselors attend the first course in-person, both 6-hour training courses will be available online for those counselors unable to attend the in-person training.

Grant Year 2015 SHICK Counselor Training

Training for the 2015 SHICK grant year will begin in May. Each three-day training will consist of two days for new counselors and one day for experienced counselors. Primary session training will continue through August. Last-chance training may be scheduled later in the grant year if there is demand.

Getting Started

First, determine what level of counseling you would like to achieve. Look carefully at the course descriptions.

You must submit a SHICK Volunteer/Partner application to your local SHICK Sponsoring Organization and pass a background check before completing any SHICK counselor training. Applications are available from the local SHICK sponsoring organizations or online at <https://kdads.ks.gov/docs/default-source/commission-on-aging/shick-files/shick-volunteer-partner-application.pdf>.

The sessions are being offered in multiple locations across the state, and some of the sessions will be offered in Online Module formats. You do not need to restrict your attendance to only your immediate geographic location if that training date does not work for your schedule. You may attend a session at any location in the state.

Available Training

Comprehensive Counselor – Initial Training

This training is designed for new SHICK counselors who want to provide comprehensive Medicare counseling. This training is the minimum requirement to begin comprehensive SHICK counseling. (It may also be required for previously trained, but not currently certified, counselors.) Training consists of a total of 28 hours.

- 16 hours of online self-study presented in two 8-hour courses, **Initial Training Self-Study Course 1** and **Initial Training Self-Study Course 2**. The 16 hours of self-study must be completed and passed via testing before attending the in-person sessions.
- 12 hours presented in two 6-hour in-person sessions: **Initial Training Session 4: Medicare Part A & Part B Initial Training** and **Initial Training Session 5: Medicare Part C & Part D Initial Training**.

Associate Counselor – Medicare C & D – Initial Training

This training is for the person who prefers to only assist beneficiaries with Medicare Parts C and D, mainly during the Annual Election Period (AEP) each year.

- 12 hours – **Initial C/D only Training Self-Study Course 3** – 6 hours online self-study and **Initial Training Session 5** – 6 hours in-person.

Experienced Part C/D counselors complete the same Annual Update as all other counselors.

Annual Update Training

This is required for all currently certified SHICK counselors, including currently certified Part C/D only counselors.

- 12 hours – **Annual Update Session 6** – 6 hours in-person attendance or online plus **Annual Update Self-Study Course 7** – 6 hours online self-study.

NOTE: If a trained SHICK counselor fails to complete the Annual Update Training for more than one year, they will be required to complete the Initial Counselor training to re-certify as an active SHICK counselor.

Advanced Training

This is designed for experienced counselors who want to know more about Medicare and do more advanced counseling. Advanced training sessions have not been scheduled yet this year. Our office will consider requests based on need, timing, and availability of our training staff. (**Prerequisite:** one year experience as a full SHICK counselor)

Dates and Locations – Available Online

For a training schedule and reservations, please go to

<http://www.kdads.ks.gov/commissions/commission-on-aging/medicare-programs/shick/shick-coordinator-counselor-information/shick-annual-training-calendar>

Curriculum Descriptions

- **Initial Training Self-Study Course 1: Online** – Original Medicare Parts A, B, C, & D; Medigap (Medicare Supplement Insurance); and Medicare Rights and Protections (8 hours)
- **Initial Training Self-Study Course 2: Online** – Medicare for People with ESRD; Medicare and other plans for people with disabilities; Coordination of Benefits; Preventive Services; Medicaid and the Children's Health Insurance Program (CHIP); and Medicare and Medicaid Fraud Prevention (8 hours)
- **Initial C/D Only Training Self-Study Course 3: Online** – For applicants wanting to counsel on Medicare Parts C & D only – Medicare Getting Started; Medicare Rights and Protections; Medicare Prescription Drug Coverage; Medicare Advantage Plans and Other Medicare Plans; Medicaid and the Children's Health Insurance Program (CHIP); Medicare and Medicaid Fraud Prevention (6 hours)
- **Initial Training Session 4 – In-person Attendance Required** - Initial Training Medicare Part A & Part B (6 hours)
 - Overview of SHICK
 - Overview of Medicare Part A & Part B
 - Overview of Medicare Supplement Insurance (Medigap)
 - Overview of Other Insurance
- **Initial Training Session 5 – In-person Attendance Required** - Initial Training Medicare Part C & Part D (6 hours)
 - Overview of Medicare Part C & Part D
 - Overview LIS, MSP, and Medicaid
 - Basic Counseling Skills
- **Annual Update Session 6 – In-person attendance or online** - Annual Update Training (6 hours)
 - Medicare Updates
- **Annual Update Self-Study Course 7: Online** – Annual Update Training (6 hours)

If you have questions regarding SHICK Counselor training, please contact Janet Boskill, SHICK/KDADS at 785-296-6319 or 800-432-3535, or via email - janet.boskill@kdads.ks.gov.